



getting closer to communities

WORKING TOGETHER FOR SERVICE EXCELLENCE

Getting Closer to Communities – Waddesdon Local Area

9 May 2008

Quinton Village Hall

Report produced by:
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Objectives for the day:

- To raise awareness of the importance of customer service;
- To seek opportunities for working across organisational boundaries, saving costs and improving the resident's experience;
- To provide an opportunity for networking;
- To generate suggestions for improvement to service delivery in the locality;
- To take forward realistic and achievable actions to tackle some of the issues raised.

Delegates' additional objectives for the day:

- Make life more enjoyable for those in Quainton
- Get people working together
- Raising the profile of the area
- Raise awareness of transport issues in this area

Customer Intelligence – What do we already know about our customer base?

Delegates brought along knowledge they have about the issues for their customers/residents in the Local Community Area. This information helped to build a picture of the area, getting a handle on what our customers wants and needs are and their views of service(s) provided. On the day, this key information was recorded onto post-it notes and collated into the themes detailed on the following pages.

Transport / Highways

POSITIVE	NEGATIVE
Winslow Community Bus will have a new larger vehicle delivered this month to serve the area	Sharps Close, Waddesdon – Lack of available parking – Could grass verges be utilised for parking?
Buckinghamshire Youth Bus now available across the county (subsidised Transport for Youth Groups)	Anstey Close, Waddesdon – Residents complaining that bin/service lorries mounting central green due to number of parked cars
Highways on Call usually works well, but needs advertising more to residents	Bicycle safety education
The introduction of Local Area Technicians for each local community area. This offers a much more locally focussed service	There is little available for young people to do in their leisure time if they do not enjoy sporting activities. If they go into Aylesbury in the evening there is no bus service to get them home again
Extra investment/commitment from BCC to improve highways with £3.25m extra monies invested this year	Lack of public transport, particularly for young people's needs
Parish Councils are given direct access to LAT through telephone, e-mail, village walk abouts, forums etc to discuss issues and possible actions to resolve through programmed works	Biggest issue – State of the roads. Chucking a bit of tarmac in a hole in the road is a waste of time if it is not followed up by a proper repair
	Massive cost of transport for the disabled i.e. my wife has MS and not always know an exact time she wishes to travel to Aylesbury or other town, so Dial-A-Ride is not always the answer. Private transport and the cost of fuel is crippling on a limited income
	Access services for the disabled. Pavements and drop kerbs in the high streets and estate around Waddesdon and other villages. Also low level overhanging shrubs etc
	Speeding traffic in Station Road and Lower Street in Quinton is persisting
	Ineffective road markings and road signs leading to parking problems at Waddesdon School

	Need a more comprehensive programme of clearing surface water drains so water can drain away more quickly
	Parking in Waddesdon village
	Advertise Highways on Call to residents more e.g. Parish magazines
	Lack of transportation and advertising of Youth Services (bus services from Quainton to Waddesdon)
	HGV's travelling through Ashendon using unsuitable road not signed as such (Westcott Venture Park)
	Lack of Sunday bus services mean that young people cannot travel between Aylesbury and Quainton
	Aylesbury Dial-A-Ride in need of two new vehicles in order to provide a better service to this area
	Parking on pavements in Baker Street, Waddesdon
	Condition of roads/pavements due to rural location roads being more important to customers. Condition may not be as bad as others, therefore, works are priorities within the whole area
	There is no doubt a backlog of catch up repairs in terms of potholes in the carriageway and faulty footpaths throughout this local community area
	Lack of facilities for young people or transport to get them to cinema/MK etc
	Heavy traffic entering Wescott Venture Park passes through the village
	Flooding on Westcott village roads a problem after rain

Communication / Information / Customer Service	
POSITIVE	NEGATIVE
The village has a monthly newsletter which contains a lot of information, including extracts from the Parish Council/minutes	Lack of communication/knowledge to make complaints to correct area of local government – Housing Trust Roads
Become acquainted with Council officers, Police and all those who provide services by attending their meetings and responding to their surveys	How do residents want access? Telephone, web or local contract centre (Where would it be? Waddesdon or Haddenham?)
Very little contact with/from this area regarding emergencies	Lack of self help ensuring owners maintain their properties to avoid hazard and improve safety within the villages
Provide good information on services, specifications and requirements through Parish magazines	Some service providers are painfully slow to respond and need much badgering
Do not be afraid to complain. Information sheets of contact names and telephone numbers organised alphabetically by the services they offer have been a tremendous help	What is the council doing to help keep Post Offices in rural areas
A number of well run Parish Council's who work well for their residents	No library in this community area
Very little contact with this area regarding emergencies	
Crime and Anti-Social Behaviour	
POSITIVE	NEGATIVE
Crime and anti-social behaviour	Lack of reported crime in Marsh Gibbon, although it is happening
Police came very promptly when we had a break in at the Railway Centre	Vandalism, not necessarily by 'locals'
NAG & NHP	

Housing, Environment and Green Spaces

POSITIVE	NEGATIVE
Affordable housing project underway for Waddesdon	Vandalised/abandoned buildings in Waddesdon. Football pitch/old food merchants
Walk rounds with Police and Highway Officials have been a tremendous help	The urban area is coming too close for comfort
Good response from EVA's	Recycling (permit required)
No particular fly tip hot spots. Response from Contract Services is generally quick and the area is generally clean	BCC website does not list what exactly goes in the recycling
Quinton has good sports facilities. Waddesdon School has an astro turf pitch and a sports hall which local clubs can use in the evenings	The Waddesdon layby on A41 is heavily used and therefore, important to keep clean as it gives a 'first impression' coming into the area. This includes litter and cleanliness of toilets
Excellent sheltered housing complex in Waddesdon	Too many large houses being built. £70,000 plus and not any for young or lower income families
Footpath signage and maintenance	Affordable housing in villages – We hope the new development in Quinton will be more affordable
Tourism healthy in the area – Waddesdon Manor effect?	AVDC planning department have own criteria which does not necessarily agree with village/parish needs
Community spirit is helped by groups organising activities and having our central village green - Quinton	Damaged skate park equipment in Waddesdon
Working windmill - Quinton	Residents prefer to have rented and low cost housing in their villages
Our lovely new hall in Quinton is a real bonus, as is our new skate park	Dustbins left all over pavements after emptying
Good community spirit in Quinton and a good mix of local businesses and retailers	AVDC leniency in allowing home extensions where there is no parking, is exacerbating parking difficulties in the villages

Health	
POSITIVE	NEGATIVE
Excellent doctors surgery/practice	Availability of transport to/from hospitals, particularly with move of many departments to HW (visitors/outpatients)
Good health and social joint working for the benefit of patient/service users	Individuals and organisations not aware of shuttle bus that leaves SMH and HW to go to each hospital – Needs to be advertised
There is inter-hospital transport between hospitals (SMH and HW)	Transport issues a major problem on getting to HW hospital
Two facilities (Whitchurch and Waddesdon) provide GP surgeries in Quainton, twice a week.	Access to area/care agencies or availability and co-operation of care (i.e. continuing care/palliative care)
Generally people happy with health services in area (GP surgeries and hospitals)	

Education and Libraries	
POSITIVE	NEGATIVE
Local schools enjoy a good reputation and have committed parents	The form of accepting children into local schools even if they live in catchment areas. I have a 10 month old grandson and we live in Waddesdon, but I feel we can't guarantee he goes to Waddesdon Schools.
	Parking in Lower Street/Strand/The Green – Quainton. Especially during school drop off and pick up
Youth and Children	
POSITIVE	NEGATIVE
We do have two active churches, a sports club, Scouts, Guides and Brownies providing activities for young people	No county youth service provision in the area
With Aylesbury Vale Youth for Christ, we are hoping to get up a youth café in Quainton	Facilities for youth
Youth services in Waddesdon of good quality for all ages (especially when YFC Café opens	Need to draw young people into community – people and facilities
Full time youth worker for Rural Outreach	Lack of services for young people and older residents in Westcott
A new countywide detached youth work team to meet some of the needs of young people not served by current provision	Lack of staffing resources to deliver youth work across the rural area
Older People	
POSITIVE	NEGATIVE
Quainton facilities for the elderly are better than most villages i.e. Day Centre Christmas parties etc	
Excellent local day centres in Waddesdon/Quainton for older people	
Senior citizens have day centre which they can attend	

Action Plans:

1.	I or we will do:	Lead person	By when
Topic: Better communication with Local Area Technician			
	Speed check Station Road for new development	Dave Smith	Next week
	Lack of operation between Parish & County leads to lack of interest within Parish Council's	Dave Smith	Ongoing
	Marsh Gibbon Parish meeting. Arrange Parish village walk about	Jackie Phipps (District Councillor)	End of June
	Update Local Area Technician leaflet to include more current initiatives within Transport	Darren Conlon-Taylor	End of August
	To attend village walkabouts	Darren Conlon-Taylor	Ongoing

2.	I or we will do:	Lead person	By when
Topic: Community Spirit			
	Publicise the Day Centre more widely using village newsletters	Brenda Davis	ASAP
	Drop in event in village hall	(Parish Council) Arthur Evans	During summer months
	Walk rather than use the car to encourage socialising	School governors	ASAP
	Continue with welcome pack distribution to villagers	Village Society (John Spargo)	Ongoing
	Continue with village newsletter, free to all households	(Quainton Church) Laurie Cooper	Ongoing
	Continue to encourage village activities and organisations by attending their functions and praising them	Barbara Fell, Phillip Mears, Brenda Davis, Arthur Evans	Ongoing

3.	I or we will do:	Lead person	By when
Topic: Health			
	Contact the Practice Manager Forums to create channel of communication.	Madline Howe/Stephanie Large	23 May 2008
	Improve channels of communication with 2 way GP practices	Deborah Taylor/Madeline Howe	Ongoing

Share what I have learnt about success factors for Waddesdon Surgery	Madeline Howe	23 May 2008 and ongoing
Publicise shuttle bus between Stoke Mandeville and High Wycombe	Deborah Taylor/Madeline Howe	Ongoing

4. I or we will do:	Lead person	By when
Topic: Youth Access		
Information about what is available in the area for 0-19 year olds, including: - sports/music/leisure/clubs	Simon Billenness	September 2008
Out of schools activities run in schools. Contact providers and collate information	Simon Billenness	September 2008
Newcomers pack insert Quainton School and AVDC pack	Gareth Morley, Sheila Knox, Gary Dawson	October 2008
Publicise Youth Bus in Waddesdon via Parish Councils and Waddesdon Youth Club	Richard Maskell	July 2008
Write to Parish Councils to explore a Youth Bus service	Simon Billenness	July 2008
County cycling initiative – How could this help Waddesdon residents? How would it be passed to participants?	Simon Billenness	July 2008
Raise young people’s awareness of safety on the roads. Bike stamping and motorbike safety	Gareth Morley	September 2008
Could cycling proficiency in Quainton be opened to others?	Sheila Knox	July 2008

5. I or we will do:	Lead person	By when
Topic: Recycling		
Cross linking recycling section of AVDC website with BCC website	Jackie Robain	30 June 2008
Posters (A3 or A4) of items which can be recycled for Parish notice boards, library, public areas, school notice boards	Jackie Robain to refer to refuse section	30 June 2008
Can/plastic bottle recycling for charity tourist sites	Janet Small	30 June 2008
Availability of recycling collection to as many houses as possible. Avoid postcode lottery – Look at each on an individual basis	Nigel Brooke	30 June 2008

Evaluation and feedback:

How would you rate the effectiveness of the workshop on a scale of 1- 6 where 1 is low and 6 is high?		
Rating	Number of votes	Percentage
1	0	0%
2	0	0%
3	1	6.25%
4	3	18.75%
5	10	62.5%
6	2	12.5%
Average: 4.8		

Which parts of the workshop were MOST useful and why?	
1	All aspects
2	Action group sessions –The session identified an area for partnership working through estate walkabouts
3	Meeting the ‘right’ individuals to affect change
4	Networking and understanding how the area operates
5	The actual workshop discussions. It was nice talking to people from all services and actually getting answers to questions and why
6	Networking
7	Most useful. I feel that communication is a key to solving most of the issues put forward. Many of the solutions are already there, we just need to know about them
8	Talking to other people
9	Meeting people who have very diverse and interesting points of view
10	Making contacts and surveying hall for use as a Reception Centre

11	Ideas and communication
12	Finding out what others thought about the areas issues

Which parts of the workshop were LEAST useful and why?	
1	Nothing springs to mind
2	Nothing
3	Enjoyed all aspects, as new to the area
4	Reviewing all the statistics could be have been considered
5	None
6	Many of the 'most important issues for residents' were not mentioned
7	Going over information already given in notes
8	No local residents

What would you change and how?	
1	More Parish members attending
2	Second session I've attended. Both have proved useful so wouldn't change anything
3	Nothing – Think you've got it right now!
4	Some sort of ice break type session
5	Nothing
6	Would benefit from wider attendance perhaps
7	At least tackle the top 5 issues 'most important'

8	Give information of what previous workshops have achieved
9	No local residents. Survey highlighted issues and then topics bypassed to discuss our issues i.e. low level crime and street repairs were not discussed. Therefore, tackle residents issues

State 3 things you will personally do as a result of this workshop.	
1	Try harder to encourage those Parish Council's who may feel communication between us and them a waste
2	Bring my Parish Council up to date with the workshop information and suggestions made by participants in the groups
3	Advertise Highway's Services through VAHT newsletter
4	The actions identified in group session
5	Investigate recycling as an action point
6	Check my recycling more closely and try to help more in the community
7	Follow up on action points on the youth access
8	I will take forward the request to ensure that there is clearer cross linking of services for recycling through to Bucks/AVDC websites, I will endeavour to get posters organised for all Parish notice boards – recycling and what can/can't be taken, I will keep the delegates list for networking purposes
9	Contact Youth Club leader at Waddesdon to promote Youth Bus to the Parish Council's in the Waddesdon area for their young people
10	I shall attend more village events
11	Communicate with other villages regarding the day centre
12	Research into youth facilities
13	Continue to work with Quainton Parish Council and local NAG to keep residents informed
14	Pass on relevant information to my line manager

Any other comments:

1	What a difference to previous ones I've attended. Great intro, no picking on people-great stuff! Short, sharp and effective workshops. Really productive, really useful, really enjoyed it. Thank you
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Delegate names and contact details:

Name	Organisation	Role / Responsibility	Address / Email	Telephone
Adamson, Karen	Buckinghamshire County Council	ASC Community Development Worker	kadamson@buckscc.gov.uk	01296 383847
Billinness, Simon	Buckinghamshire County Council	Lead Youth Worker	sbillinness@buckscc.gov.uk	01296 688314
Brooke, Nigel	Aylesbury Vale District Council	Corporate Director - Communities	nbrooke@aylesburyvaledc.gov.uk	01296 585110
Cliffe, Tony	Waddesdon Fire Station	Crew Manager	wad@bucksfire.gov.uk	07759 309779
Conlon-Taylor, Darren	Vale of Aylesbury Housing Trust	Neighbourhood Manager	darren.conlon-taylor@vaht.co.uk	01296 732793
Davies, Anne Marie	Buckinghamshire County Council	Transportation Co-ordinator Aylesbury Vale	amdavies@buckscc.gov.uk	01296 383426
Davis, Brenda	Quainton Day Centre	Manager	39 Northend Rd, Quainton, HP22 4BD	01296 655363
Dawson, Gary	Aylesbury Vale District Council	Emergency Planning Officer	gdawson@aylesburyvaledc.gov.uk	
Evans, Arthur	Quainton Parish Council	Chairman	Quainton.pc49@btinternet.com	
Evans, Joyce (Cllr)	Westcott Parish Council	Councillor	40 Lower Green, Westcott, Aylesbury, HP18 0NS	
Fell, Barbara	Waddesdon CofE School		barbarafell49@yahoo.co.uk	01296 651382
Godwin, Malcolm	Buckinghamshire County Council	Rural Towns Co-ordinator	mgodwin@buckscc.gov.uk	01296 382489
Heirons, Nick	Buckinghamshire County Council	Trading Standards	nheirons@buckscc.gov.uk	01296 382592
Howe, Madeleine	Buckinghamshire County Council	Senior Local Co-ordinator	mphowe@buckscc.gov.uk	01296 383406
Knox, Sheila	Quainton Parish Council	Vice-Chairman	Quainton.pc49@btinternet.com	

Name	Organisation	Role / Responsibility	Address / Email	Telephone
Large, Stephanie	Waddesdon Surgery	Practice Manager	stephanie.large@nhs.net	01296 658585
Maskell, Richard	Buckinghamshire Community Action	Rural Transport Partnership Officer	Richard@bucks-comm-action.org.uk	01296 421036
Mears, Rev Phillip	Quainton Holy Cross and St Mary	Reverend	wandp@pdmears.f2s.com	01296 655237
Orchard, Steve	Buckinghamshire County Council	Lead Area Officer	sorchard@buckscc.gov.uk	01296 383411
PC Gareth Morley	Waddesdon TVP	Thames Valley Police	Gareth.Morley@thamesvalley.pnn.police.uk	0845 8 505 505
Phipps, Jackie	Aylesbury Vale District Council	District Councillor	jphipps@aylesburyvaledc.gov.uk	
Robain, Jackie	Aylesbury Vale District Council	Cleansing Team	jrobain@aylesburyvaledc.gov.uk	
Selby, Anna	Service Manager - Integrated Teams	NHS PCT	anna.selby@buckspect.nhs.uk	01296 310055
Small, Janet	Buckinghamshire Railway Centre	General Manager	bucksrailcentre@btconnect.com	01296 655270
Smith, David	Buckinghamshire County Council	Planning & Transportation	dasmith@buckscc.gov.uk	01296 383916
Stray, Pete	Waddesdon & Marsh Gibbon Neighbourhood Action Group	c/o Waddesdon Police Station	petethechef@aol.com	Tel. 0845 8 505 505 / 01296 658047
Taylor, Deborah	Buckinghamshire PCT	Partnership Development Officer	Deborah.Taylor@buckspect.nhs.uk	01494 552244

						
David Smith Planning & Transportation Buckinghamshire County Council	Tony Cliffe Crew Manager Waddesdon Fire Station	Richard Marshall Rural Transport Partnership Officer Buckinghamshire Community Action	Brenda Davis Manager Quinton Day Centre	Nigel Brooke Corporate Director – Communities Aylesbury Vale District Council	Karen Adamson ASC Community Development Worker Buckinghamshire County Council	Gary Dawson Emergency Planning Officer Aylesbury Vale District Council
						
Darren Conlon- Taylor Neighbourhood Manager Vale of Aylesbury Housing Trust	Anne-Marie Davis Transportation Co-ordinator (Aylesbury Vale) Buckinghamshire County Council	Jackie Robain Cleansing Team Aylesbury Vale District Council	Simon Billenness Lead Youth Worker Buckinghamshire County Council	Anna Selby Service Manager- Integrated Teams NHS PCT	Barbara Pell Waddesdon C of E School	Stephanie Large Practice Manager Waddesdon Surgery

						
Janet Small General Manager Buckinghamshire Railway Centre	Arthur Evans Chairman Quainton Parish Council	Pete Stray Waddesdon & Marsh Gibbon Neighbourhood Action Group	Rev. Phillip Mears Quainton Holy Cross and St Mary's Church	Debbie Taylor Partnership Development Officer NHS PCT	Malcolm Godwin Rural Towns Co-ordinator Buckinghamshire County Council	Nick Heirons Senior Trading Standards Officer Buckinghamshire County Council